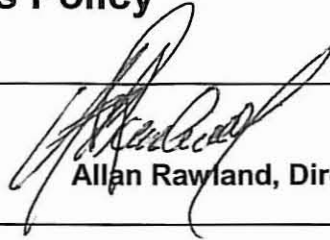


**County of San Bernardino
Department of Behavioral Health**

Translation of Written Materials Policy

Effective Date 9/1999
Revision Date 4/17/07



Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health to establish guidelines for the translation of consumer informational materials, forms and any other written documents into another language.

Purpose To ensure all consumer information materials, forms and any other written documents are translated into the threshold language identified by the Department of Behavioral Health based on the States' criteria.

Definitions **Translation:** transmission of written communication from one language to another

DBH Bilingual Staff: DBH staff certified by the county to provide translation services. Individuals employed by the department in a job title other than "translator" but who are receiving bilingual pay and who are called upon to perform the role of translator. A list of bilingual staff is available through payroll upon request.

Outside Translation Services: vendors that provide translation services

Threshold Language: language identified as the primary language, as indicated on the Medi-Cal Eligibility Data System of 3,000 beneficiaries or five percent of the beneficiary population.

Primary Language: any language, including sign language, which must be used by the beneficiary to communicate effectively and which is so identified by the beneficiary.

Back Translation: the translated document will be translated back to English. This procedure ensures that the content of the original English version is maintained.

County of San Bernardino

Department of Behavioral Health

Requirement

The following are the requirements of staff for the translation of written material:

- Be proficient in English and the language in which the material will be translated
- Have the ability to distinguish between technical language and common language of prospective consumer/audience
- Be familiar with common language of both cultures to increase translation accuracy

Responsibility

The table below describes the roles and responsibility of staff for the translation of written material:

Roles	Responsibility
Human Resources	Provide a roster of linguistically proficient bilingual staff upon request
Supervisors	Distribute equitable workload for staff providing translation services
DBH Interpreters	Interpret for staff and attend annual training on the delivery of interpretation services
Outside Translation Services	Provide interpreter/translation services when DBH Interpreters are not available

References

California Code of Regulations, Title 9, Chapter 11, §1810.410 (b), (4)
DMH Information Notice Number 97-14
OC/HCA, BHC, Cultural Competency Plan, Phase II Consolidation (Update March 2004)
